

**MANAGEMENT
ASSISTANT
(OFFICE AUTOMATION)
GS-0344-06**

**ADMINISTRATIVE
SUPPORT**

I. POSITION AND ORGANIZATION INFORMATION**Position:**

Management Assistant (Office Automation), GS-0344-06

Purpose of position:

The position is established to provide assistant level support of management and/or program analytical functions. The work supports efforts to evaluate or improve the efficiency, effectiveness, and productivity of organizations and programs, and/or involves records, reports, directives, forms, space, equipment utilization or similar management systems.

Organization:

Facilities Mgmt Div., Utilities Branch

Organization goals:**II. MAJOR DUTIES****A. Duty (Critical):**

Monitors the management of records in an organization which is large or complex or has numerous, diverse, or changing work processes or functions.
(25%)

Tasks:

1. Distributes questionnaires to offices to obtain lists of file numbers and corresponding subject content.
2. Reviews completed questionnaires to ensure material is filed under proper record numbers.
3. Periodically inspects files to ensure all records are stored and labeled correctly, contain current material, and are not duplicated.
4. Explains procedures to office records coordinators including how to number and store paper, electronic, and other types of records; when to dispose or transfer to holding areas, and how and where to store or destroy classified records.

5. Provide disintegration services

Selected Staffing KSAs:

A1

B. Duty (Critical):

Controls, develops, and improves various administrative directives, following standard guides, for organizations which are large or complex, or have diverse functions or changing work processes.
(7%)

Tasks:

1. Reviews existing directives for assigned activities to determine if they

are necessary, current, and can be simplified.

2. In conjunction with the originator determines the possibility of consolidating similar directives or canceling those considered obsolete.
3. Screens requests for duplication to assure that directives have not been canceled or are in the process of revision.
4. Develops distribution patterns that are appropriate and economical.
5. Reviews proposed directives to ensure proper arrangement of material, consistency with existing directives, and proper distribution.
6. Drafts improvements which simplify, clarify, consolidate or eliminate directives or portions of them.

Selected Staffing KSAs:

A1

C. Duty (Critical):

The employee prepares varied documents with complex formats, such as newsletters, brochures, flyers, special reports, briefings, and manuals, using the advanced functions of word processing, desktop publishing and other software types. (8%)

Tasks:

1. Prepares varied documents using the advanced functions of word processing, desktop publishing and other software types. Incorporates data from diverse sources and converts the information into a format compatible with the software being used for the end product.
2. Applies publishing capabilities to enhance the impact and effectiveness of such items as reports, presentation and briefing material, training material, and scientific or technical study papers. Determines the appropriate form, arrangement and spacing for the document, based on the nature of the subject matter being typed and its intended use.
3. Resolves problems involving the interpretation of drafts by contacting the originator or by relying on previous experience.
4. Edits material and makes necessary corrections in grammar, punctuation, spelling, and format.
5. Maintains documents in electronic file for easy retrieval. Makes backup copies of stored data as appropriate.
6. Maintains and updates computer user manuals, reference books and operating handbooks.

Selected Staffing KSAs:

A2, A3, A4, A5, A6

D. Duty (Critical):

This position provides indirect support to a variety of internal and external work units. Indirect support includes scheduling resources, data entry and extraction from electronic database,

file maintenance using manual and electronic systems.

(15%)

Tasks:

1. Provide clerical support to the command fire fighting school operations by maintaining course schedules and training records.
2. Provide clerical support to the Information and Personnel Security Program manager.
3. Maintain the PROKEY mechanized fuel usage database, produce reports and provide management information.
4. Maintain accurate MSDS files at required locations.
5. Maintain the Personal Property Consignment Instruction Guide (PPCIG) hardcopy library by downloading updates on a daily basis.
6. Prepare electronic and hardcopy Requests for Personnel Action and submit for signature or forward electronically for approval and release.

Selected Staffing KSAs:**E. Duty (Critical):**

Manage printing and copier service programs for the command and tenant activities.

(35%)

Tasks:

1. Receive, record, monitor and cost all printing requests.
2. Maintains strict funding allowance.
3. Recommends areas and procedures for streamlining the printing process and minimizing costs.
4. Verifies monthly printing billings.
5. Maintains records on station copier equipment.
6. Monitors usage, reviews cost and production data.

Selected Staffing KSAs:**F. Duty (Critical):**

Performs supervisory duties. (10%)

Tasks:

1. Distribute and balance the workload among employees in accordance with established work flow or job specialization, assure timely accomplishment of the assigned workload, and assure that each employee has enough work to keep busy.
2. Keep in touch with the status and progress of work, and make day- to- day adjustments in accordance with established priorities, obtaining assistance from the supervisor on problems that may arise, such as backlogs which cannot be disposed of promptly.
3. Estimate and report on expected time of completion of work, and maintain records of work accomplishments and time expended and prepare production reports as requested.
4. Instruct employees in specific tasks and job techniques and make available written instructions, reference materials and supplies.
5. Give on the job training to new employees in accordance with established procedures and practices.
6. Maintain a current knowledge and answer questions of other employees on procedures, policies, directives, etc. and obtain needed information or decisions from supervisor on problems that come up.
7. Check on work in progress or spot check work not requiring review (e. g., filing or direct services) and review completed work to see that supervisor's instruction on work sequence, procedures, methods and deadlines have been met.
8. Amend or reject work not meeting established standards, refer to supervisor questions or matters not covered by standards and problems in meeting performance standards.
9. Monitor working conditions such as seating, ventilation, lighting, safety, etc.
10. Approve leave for a few hours or for emergencies.
11. Inform employees of available services and employee activities.
12. Resolve simple, informal complaints of employees and refer others to supervisor.
13. Report to supervisor on performance, progress and training needs of employees, and on behavior problems.
14. Provide information to supervisor as requested concerning promotions, reassignment, recognition of outstanding performance, and personnel needs.
15. Plans work to be accomplished by subordinates, sets and adjusts short

term priorities, and prepares schedules for completion of work.

16. Assigns work to subordinates based on priorities, the difficulty of the work to be performed, and the capabilities of employees.
17. Finds ways to improve production or increase the quality of the work directed.
18. Develops performance standards for subordinates.
19. Evaluates work performance of subordinates.
20. Delegates or exercises leave authority.
21. Identifies developmental and training needs of employees and provides for or arranges needed development and training.
22. Gives advice, counsel or instruction to employees on both work and administrative matters.
23. Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager.
24. Recommends awards or bonuses for nonsupervisory personnel and changes in position classification, subject to approval by higher level officials, supervisors, or others.

Selected Staffing KSAs:

A7, A8

G. Other Work Requirements

1. The employee must obtain and maintain a Secret clearance.

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of one or more information management areas, e.g., records, forms, directives, correspondence, and/or mail
2. Knowledge of variety of automation tools and operations
3. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
4. Knowledge of the full range of word processing software functions
5. Knowledge of correspondence rules and regulations
6. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
7. Ability to inspire, motivate and guide others toward goal accomplishment. Leadership ability, including the ability to coach, mentor and challenge subordinates; ability to adapt leadership style to a variety of situations; and ability to model high standards of honesty, integrity, trust, openness, and respect for the individual by applying these values to daily behaviors.
8. Knowledge of and ability to apply procedures, requirements, regulations,

and policies related to specialized expertise in the work of the unit (such as engineering, accounting, supply, etc.), including the ability to maintain credibility with others on technical matters.

B. Basic Training Competencies:

1. Knowledge of one or more information management areas, e.g., records, forms, directives, correspondence, and/or mail
2. Knowledge of the organizational and functional responsibilities and operations of the employing organization
3. Ability to recognize and analyze problems, conduct research, summarize results, and make appropriate recommendations
4. Ability to communicate orally
5. Ability to communicate in writing
6. Ability to plan, organize work, and meet deadlines
7. Knowledge of variety of automation tools and operations
8. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
9. Knowledge of the organizational and functional responsibilities and operations of the organization
10. Knowledge of the full range of word processing software functions
11. Knowledge of correspondence rules and regulations
12. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
13. Ability to plan, organize, prioritize work, and meet deadlines
14. Ability to communicate orally
15. Ability to communicate in writing
16. Knowledge of graphics software functions, processes and capabilities
17. Ability to inspire, motivate and guide others toward goal accomplishment. Leadership ability, including the ability to coach, mentor and challenge subordinates; ability to adapt leadership style to a variety of situations; and ability to model high standards of honesty, integrity, trust, openness, and respect for the individual by applying these values to daily behaviors.
18. Knowledge of and ability to apply procedures, requirements, regulations, and policies related to specialized expertise in the work of the unit (such as engineering, accounting, supply, etc.), including the ability to maintain credibility with others on technical matters.
19. Skill in interpersonal relations

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge

Level 1-4 (550 Points)

1. The employee applies the following knowledges to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems:

- Knowledge of an extensive body of management and/or program analysis technical rules, guidelines, regulations and precedents.
- Ability to analyze, verify, and correlate basic data to support studies.
- Knowledge of a variety of organizational and higher level authority

regulations and procedures relative to assigned responsibilities to assure correct processes and guidelines are followed.

- Knowledge of the basic objectives and policies governing various management or program operations.

- Knowledge of the standardized processes and procedures for evaluating management or program operations.

- Skill in writing reports outlining the processes and procedures used in a study, the conditions of the management or program operations and recommended improvements.

- Ability to use one or more established automated systems to enter, maintain and retrieve organizational and/or program data and to compile reports, produce charts and graphs, or monitor project or program status.

2. - Knowledge of the advanced functions of one or more word processing/desktop publishing software packages to be able to perform a substantial range of operations and produce complex formats. Examples of advanced functions include: generating table of contents, importing graphics, or establishing the precise alignment of multiple columns.

- Knowledge of the procedures for accessing data in different software applications (e.g., database, spreadsheet, graphics) and importing information to be used in publications.

3. - Knowledge of the capabilities, operating characteristics, and advanced functions of a variety of types of office automation software (e.g., word processing, desktop publishing, graphics, database, spreadsheet, communication). Ability to apply this knowledge to devise new methods of office automation support and/or resolve problems with current automation methods.

- Knowledge of the similarities and differences of the different software types, the procedures pertinent to their integration, and the incompatibilities typically encountered.

Factor 2. Supervisory Controls

Level 2-3 (275 Points)

The employee receives assignments or projects with established objectives, priorities and deadlines. The employee is responsible for planning, selecting methods, carrying out successive steps, and meeting deadlines. The supervisor assists on unusual situations, problems or studies that do not have clear precedents. The employee deals with problems and deviations in accordance with training, instructions, and accepted practices. Completed work is evaluated for compliance with policies and requirements, appropriateness of recommendations or conclusions, relevance of support material, consistency, technical soundness, and timeliness.

Factor 3. Guidelines

Level 3-2 (125 Points)

The employee selects the most appropriate guidance from established procedures, making minor deviations when necessary. Guidelines typically

include organizational operating procedures, organization and workflow charts, instructions and procedures for management and program analysis functions and processes, automated system procedures, and sample work products. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

Factor 4. Complexity**Level 4-3 (150 Points)**

Assignments involve most of the following or comparable complicating aspects:

- work units or program areas with different functions or requirements; - periodic changes in program and/or management objectives; - periodic changes in workloads, budget, or staff levels; - periodic changes in relevant work processes; - periodic changes in functions; - various types and sources of information; - various actions or steps that are not completely standardized or prescribed. The employee chooses the appropriate course of action based on consideration of the characteristics, practices, objectives, and interrelationships of various work units, program areas, and/or operations. The employee selects, adapts and applies the most suitable practices, procedures, methods and precedents to: collect and analyze various types of information, formulate conclusions, define needs, and make recommendations for resolving problems to higher grade employees or supervisors.

Factor 5. Scope and Effect**Level 5-2 (75 Points)**

The employee follows specific rules in performing the work, which is often a part of a broader assignment, project, or process. The employee's work affects the adequacy, reliability, quality, and timeliness of management and/or program analysis products, recommendations, studies, projects, and processes. The work may also (or primarily) affect the use and control of records, forms, publications, directives or comparable systems in local offices.

Factor 6. Personal Contacts**Level 6-2 (25 Points)**

The employee regularly meets with agency employees from outside the immediate organization. May meet with members of the general public when the nature of the contact is unclear to one of the parties.

Factor 7. Purpose of Contacts**Level 7-2 (50 Points)**

The employee contacts others to provide, receive or develop information to identify and clarify problems or issues; discuss significant findings; plan or coordinate work efforts; or resolve operating problems with cooperative personnel.

Factor 8. Physical Demands**Level 8-1 (5 Points)**

The work is mostly sedentary. No special physical demands are involved. There may be some walking, standing, bending or carrying of light items.

Factor 9. Work Environment**Level 9-1 (5 Points)**

The employee works in an adequately lighted and ventilated office environment. Observes normal safety precautions.

V. CLASSIFICATION SUMMARY

In this position:

- Duty A. 25% GS-0344-06 Management Assistant
Records Management Support
- Duty B. 7% GS-0344-06 Management Assistant
Directives Management Support
- Duty C. 8% GS-0326-06 Office Automation Assistant
Advanced Word Processing/Desktop Publishing
- Duty D. 15% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-
Provide indirect suport to divisions.
- Duty E. 35% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-
Manage printing and copier equipment .
- Duty F. 10% GS-0000- Supervisor (Base level=05)
Supervisory duties.

List of Modified Duties and Factors:

- Duty D. has been added.
Duty E. has been added.

The classification criteria for the office automation work performed is based on the U.S. Office of Personnel Management (OPM) position classification standard for the Office Automation Clerical and Assistance Series, GS-326, and the Office Automation Grade Evaluation Guide (TS-100 dated November 1990). The Grade Level Guide for Clerical and Assistance Work (TS-91 dated June 1989) was referenced in evaluating the general clerical duties.

The classification criteria for the GS-344 occupation is based on the US Office of Personnel Management Position Classification Standard for Management and Program Clerical and Assistance Series, GS-344 (TS-124 dated May 1993). Other references for auxiliary duties and titling instructions are the following US OPM Position Classification Standards and Guides: Grade Level Guide for Clerical and Assistance Work, (TS-91 dated June 1989); Office Automation Clerical and Assistance Series, GS-326 (TS-90 dated November 1990); Office Automation Grade Evaluation Guide (TS-100 dated November 1990); Typing and Stenography Grade Evaluation Guide (TS-100 dated November 1990); and the Introduction to the Position Classification Standards (TS-93 dated January 1990).

US OPM Classification Guide for General Schedule Supervisory Positions, dated

April 1998.

GS-06 Point range: 1105 - 1350

Total Point: 1260

Grade: GS-06

VI. CLASSIFICATION REMARKS:

Duty E is consistent with the GS-0326 Position Classification
Summary at the GS-05 level.

Duty F is consistent with GS-0344-06 Management Assistant and is
grade controlling.